

## DEPARTMENT OF AGING

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# PROGRAM MEMO (PM)

TO: <b>AREA AGENCIES ON AGING DIRECTORS</b>	NO.: <b>PM 03-17 (P)</b>
SUBJECT: <b>Linkages Program Monitoring Tools</b>	DATE ISSUED: <b>August 21, 2003</b>
	EXPIRES: <b>Until Superseded</b>
REFERENCES: <b>PM 00-03 (P)</b>	SUPERSEDES: <b>PM 00-03 (P)</b>
PROGRAMS AFFECTED: <input type="checkbox"/> All <input type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-F <input type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input checked="" type="checkbox"/> Other: <b>Linkages Program</b>	
REASON FOR PROGRAM MEMO: <input type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquire <input checked="" type="checkbox"/> Other Specify: <b>Update to Linkages Program Monitoring Tools</b>	
INQUIRIES SHOULD BE DIRECTED TO: <b>The Linkages Program Team</b>	

The purpose of this Program Memo (PM) is to update the monitoring tools used in monitoring the Linkages Program. Previously, four tools were used to monitor the Program: the Linkages Monitoring Tool Interactive Assessment; the Linkages Monitoring Tool Self-Assessment; the Linkages Monitoring Tool Chart Review; and the Client Profile.

The attached Linkages Monitoring Tool Self-Assessment replaces the Linkages Monitoring Tool Interactive Assessment and the original version of the Linkages Monitoring Tool Self-Assessment. The Interactive Assessment and the Self-Assessment have been combined into one tool.

The Linkages Monitoring Tool Chart Review has been updated. The Client Profile remains unchanged.

## Use of the Tools

The Linkages Monitoring Tool Chart Review, Self-Assessment, and Client Profile must be used to monitor the Linkages Program. At a minimum, one chart per care manager must be reviewed using the Chart Review tool at each monitoring visit.



The Self-Assessment Tool must be completed by Linkages Program staff and returned to the Program Monitor two weeks prior to the scheduled monitoring visit.

The Linkages Program Monitor completes the Client Profile during the monitoring visit to the Linkages Program. The same client may be used for the Chart Review and the Client Profile.

### **Monitoring Process**

Following completion of the Tools, the findings are reviewed with the Program Director and/or Clinical Supervisor. A Plan of Correction will be developed by the Program Director and/or Clinical Supervisor to correct any findings identified in the monitoring visit. In addition to the findings, it is recommended that the Linkages Program Monitors identify areas of strength and excellence in the Program.

If you have questions concerning this PM or the Linkages Monitoring Tools, please contact a California Department of Aging (CDA) team member listed below:

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### **Original Signed By Lynda Terry**

Lynda Terry  
Director

Attachments:      Linkages Monitoring Tool Chart Review  
                         Linkages Monitoring Tool Self-Assessment  
                         (AAA copies will include 1 CD with attachment files)